



Welcome and Thank You

Welcome to our annual State Relay Advisory Committee (SRAC) meeting here at the Colorado Public Utilities Commission. We are pleased that you could join us.

I would like to take this opportunity to extend our thanks and appreciation to our Interpreters and our CART reporter for their professional services in today's meeting. These earnest professionals enable us to bridge the gap between two worlds and provide for effective communication.

And I thank you, the members of our State Relay Advisory Committee, for your magnanimous and voluntary civic service to the State of Colorado.

The State Relay Advisory Committee is a Committee of wise and undaunted men and women who, first and foremost, possess the highest integrity, and who are devoted to the noble service of our Deaf, Hard of Hearing and Speech Challenged Citizens.

Appointment to the State Relay Advisory Committee is based upon merit. It is based upon the willingness of the Members to share their wisdom and counsel with the State Relay Administrator. It is based upon a spirit of service and generous commitment to the cause of access to telecommunications for our citizens, who deserve no less than the very best telecommunications services and technology.

A New Era

On Sunday, July 1st, 2012, a new era in Colorado Telecommunications Relay Services has begun.

The AT&T Corporation inaugurated their relay services in the State of Colorado with a pledge and commitment to excellence.

We congratulate AT&T. We offer the AT&T Relay Team our complete support. We will do everything possible to assist AT&T in achieving their goals and objectives for Relay Colorado.

AT&T is the largest telecommunications company in America. AT&T's Bell Labs originally developed relay services. Since 1987, AT&T has provided over 25 years of relay services to America and has a demonstrated history of world class innovation and ingenious alternative technology.

We are passing through a transition now. We are passing from Sprint Relay to AT&T Relay. We are transitioning from a relay of the past to a relay of the future.

Change may be disconcerting to some, but it will be better and we shall adapt.

Progress is inevitable. Nothing shall stand in the way of technological development, except our own imagination.

We know very well that we cannot rest upon the achievements of the past, for it is the collective duty of this Committee to focus upon the relay of the future and to make this a reality, for our citizens deserve no less.

A Special Note of Thanks

It is appropriate to note Sprint's commitment to Colorado relay services for over twenty years. We are profoundly grateful for their contribution and service. Sprint has brought us captioned telephone TRS in 2004, which has enabled our Hard of Hearing citizens to effectively communicate.

The Colorado Public Utilities Commission Relay Team and the Commissioners join me in thanking our friends at Sprint and in wishing them the very best in their future endeavors.

I am pleased and most grateful for the support of Relay Colorado from the Commissioners. I am appreciative of the support of Commission Chairman Joshua Epel, Commissioner James Tarpey, and newly appointed Commissioner Pamela Patton.

Relay Colorado is most fortunate to have the benefit of effective leadership from our Director, Doug Dean, from Ron Jack, our Transportation and Operations Chief, and from Chris Lowe, our Fiscal Officer.

Indeed, the entire CO PUC staff has been most accommodating, cooperative and considerate in working superbly as a team to make Relay Colorado effective.

We owe them all our thanks and gratitude for making Relay Colorado what it is today.

TRS Statutory Authority and Mandated Services

The Americans with Disabilities Act of 1990, under Title IV, requires telecommunications access to the telephone for those Americans who are Deaf, Hard of Hearing or Speech Challenged.

The Colorado Public Utilities Commission, by state statute, is the administrator of the Telecommunications Relay Services (TRS) program in the State of Colorado, which is entitled, *Relay Colorado*. Please see C.R.S. 40-17-101 thru 40-17-104, *Telecommunications Relay Services for Disabled Telephone Users*.

The statute imposes a uniform monthly surcharge, set by the Colorado PUC, upon each *landline* subscriber to fund the TRS program. The statute is **not** applicable to *wireless* subscribers.

It is important to note that the Colorado PUC has no statutory jurisdiction over Internet Protocol relay services, such as internet relay and video relay.

The Federal Communications Commission oversees these IP relay services and reimburses eligible telecommunications relay providers from the FCC's Interstate Relay Fund.

However, state relay administrators throughout the United States have been informally advised that individual states will eventually be required to fund these services, but only when the technology is available to identify the origin of Internet Protocol calls.

Once this occurs, then it is understood that all legal and jurisdictional requirements must be met before the State of Colorado can assume responsibility for IP relay calls. An FCC order must be issued, and subsequently, Colorado relay statutes and P.U.C. relay rules must be amended.

The Colorado TRS surcharge monies that are collected monthly by the Local Exchange Carriers (LECs) from each landline subscriber are deposited into the Disabled Telephone Users Fund (D.T.U.F.).

These LECs file a monthly TRS Return Form and remit the collection to the Commission. The Commission Staff tracks these monies monthly.

At present, the uniform TRS surcharge on telephone access lines is set by the Public Utilities Commission at **20 cents** per access line to fund the Disabled Telephone Users Fund (DTUF).

The DTUF, by law, is used to fund TRS and program administration, the Colorado Commission for the Deaf and Hard of Hearing, the Colorado Commission for the Visually Impaired and Reading Services for the Blind.

The Commission initially set the monthly uniform charge in 1989 at 10 cents per telephone access line.

The Commission reduced the monthly uniform charge to 06 cents per telephone access line, effective November 1, 2003, in order to meet TABOR requirements in which the ending fund balance of the Colorado Disabled Telephone Users Fund is not to be greater than 16.5 percent of the prior year's expenditures.

On May 10, 2006, the monthly uniform charge was set at the rate of 10 cents in order to meet funding requirements of the program.

The Colorado General Assembly enacted SB 06 – 218, which *exempted* the Colorado Disabled Telephone Users Fund from *limitations imposed upon the uncommitted reserves of cash funds, and thus the 16.5 percent target reserve requirement is no longer in effect.*

Subsequently, the fund was permitted by this statute to build up a cash reserve.

On January 1, 2007, the monthly uniform charge was reduced to the rate of 07 cents to slow the buildup in uncommitted reserves.

The monthly uniform charge was increased to 12 cents On March 1, 2009 in order to meet funding requirements of the program.

The Commission set the existing rate of 20 cents, effective on October 1, 2010.

Disabled Telephone Users Fund

As you know, Colorado relay statutes require that the monthly TRS surcharge be deposited in the Disabled Telephone Users Fund.

Commission rules intend that an annual review of the surcharge takes place.

Commission Staff reviews the activity of Disabled Telephone Users Fund, including the fiscal year's beginning balance, projected expenditures and projected revenues. If necessary, a Commission Order is drafted by Staff for the consideration of the Commission to adjust the surcharge.

Staff has noted the following extraordinary effects upon the fund balance over the years, such as:

- *Increases / Decreases in the number of telephone lines.* Qwest previously noted a decrease in the number of Colorado residential and business telephone lines due to wireless and cable competitors. Century Link, which acquired Qwest, has recently reported an increase in the number of lines. The rate of increase / decrease in the number of lines has a direct effect upon the surcharge balance projection.
- *Other Legislatively Mandated Programs.* Since the inception of the TRS Fund, the General Assembly has mandated the addition of other programs and progressively imposed increases in funding disbursements to these programs which subsequently required increases in the surcharge. In Fiscal Year 2013, the Long Bill required \$1.3 Million to be disbursed from the fund to the following programs: Reading Services for the Blind, and the Commission for the Deaf and Hard of Hearing.
- *TRS call volume.* Regarding the relay program, there has been a significant increase in the Captioned Telephone TRS call volume and Captioned Telephone TRS price per minute (PPM), while traditional TRS has experienced a steady decline.
- *Price Per Minute Rate Increases.*
 - The PPM rate is offered to the State in competitive sealed proposals by competing relay telecommunications companies in response to the TRS RFP. The RFP is issued for three years, with two optional years at the discretion of the State. The PPM rate is set in the relay contract. Due to the effects of economic inflation, every new TRS RFP results in increased PPM rates. At the end of the three-year contract, should the State elect to extend for an option year, the TRS provider may request an increase in the price per minute for the option year. Per the terms, increases are limited to no more than 5%.
 - AT&T was selected by the Department of Regulatory Agencies as our new provider and the PPM rate for the three-year relay contract is set at \$1.53.

Commission Staff takes all of these factors into consideration during the annual review of the Disabled Telephone Users Fund and, if necessary, in making a recommendation to the Commission on rates.

Disabled Telephone Users Fund Projection

Commission Staff has informally *projected* a surplus in the ending fund balance, as of January 31, 2013

This projected fund balance is calculated by retaining the TRS Surcharge at the existing rate of 20 cents per access line.

This ending fund balance on January 2013 includes projected expenditures for the AT&T Price Per Minute rate, the legislatively mandated programs projections, and the program administration projections.

At this time, *ceteris paribus*, all other things being equal, the ending fund balance is more than adequate to cover projected expenditures, and Commission Staff may recommend an adjustment the TRS surcharge rate.

Relay Colorado Outreach Program

Relay Colorado Outreach is required in the 2012 TRS RFP.

Per the terms of the 2012 TRS contract, our telecommunications provider, AT&T, will provide \$100,000 annually for relay outreach and the State will fund outreach up to \$100,000 annually, setting a program budget of some \$200,000, depending upon the State's share of outreach.

AT&T, in consultation with the State Relay Administrator and the CO PUC Relay Team, will draft an outreach plan for each State Fiscal Year, which, as you know, begins July 1st and ends June 30th.

AT&T has drafted a broad based plan in their response to the TRS RFP, and we have used this as a guide in designing the 2012 -2013 outreach plan.

A typical plan could include, but is not limited to, TV media production, TV time slots, PSAs, radio ads, print media, the Relay Colorado Website, promotions, exhibits, workshops, community meetings, and our annual State Relay Advisory Committee meeting.

One very important initiative in the outreach plan is to develop awareness of captioned telephone TRS and the distribution of Cap Tel units. Towards this end, for the past five years we have conducted a major Cap Tel television media campaign to reach consumers in every major market across Colorado.

One new idea that has proven to be successful in Pittsburg was AT&T's Pennsylvania Relay "Day at the Ballpark" at a Pittsburg Pirates baseball game. AT&T is planning a similar event for a Colorado Rockies game at Coors Field.

Once the annual Relay Colorado Outreach plan is approved by the SRA, in consultation with the CO PUC Relay Team, AT&T will execute it.

During the year, the outreach plan and budget are monitored to insure vendor compliance. Outreach expenditures are given prior review and approval by the SRA. AT&T will submit a monthly outreach expenditure line item for reimbursement in the monthly TRS invoice.

We believe that all of these outreach efforts will help the public - and our relay consumer community - to develop awareness of relay services and provide us with input into public trends and insights on the relay.

The Task Before Us

What is the immediate and supreme task before us today?

It is to provide the best possible relay services for our Deaf, Hard of Hearing and Speech Challenged citizens at the lowest possible surcharge rate imposed upon our telephone subscribers.

The task before us is to work together to make Relay Colorado stronger, better and more responsive. Our charge is to guide today's existing relay into that of the relay of the future.

All of our Colorado citizens – whether Deaf, Hard of Hearing, Speech Challenged, including those citizens with normal hearing - deserve no less.

I extend my gratitude to you, our advisors, for your dedicated commitment to public service as Members of the State Relay Advisory Committee.

I thank you for your guidance and counsel during our annual meetings and for the opportunity to exchange views with you throughout the year.

You have proven yourselves equal to the task. I have been blessed by your vision and optimism for Relay Colorado. And I hope throughout the year to have personal meetings with each of you on the future of the relay.

I look forward towards collaborating with you in achieving an exceptional year for Relay Colorado under our new provider, AT&T.

Thank you for the opportunity to serve you as your State Relay Administrator. I have received a deep sense of satisfaction from public service.

It has been, and continues to be, an honor and a privilege to serve you and our citizens.

Joe Benedetto
State Relay Administrator
July 19, 2012
Denver, Colorado



BYLAWS
OF THE
STATE RELAY ADVISORY COMMITTEE
TO THE
STATE RELAY ADMINISTRATOR

ARTICLE 1: ROLE AND FUNCTION

The purpose of the State Relay Advisory Committee (SRAC) is to advise the State Relay Administrator (SRA) of the Colorado Public Utilities Commission (CO PUC) on Telecommunications Relay Services (TRS) as provided for by the telecommunications service provider. The SRAC is an internal CO PUC entity. The members informally monitor relay industry developments, engage in consultations and are required to utilize TRS. The primary role and function of the SRAC is to advise the SRA. The SRA will take under advisement the views raised by the members on TRS, and implement those which, in his or her judgment, are considered appropriate. The SRAC members, in the course of their duties, may review and deliberate proprietary corporate information of the service provider, as well as engage in confidential consultations with the other members and the SRA. The SRAC citizen members are required to sign an affidavit of confidentiality and independence. The members receive no paid compensation for their service on the SRAC.

ARTICLE II: MEMBERSHIP

The SRAC shall be composed of eight (8) members as follows:

1. An Official of the service provider
2. An Official of the CO PUC
3. A Citizen with professional ties to a CO Local Exchange Carrier
4. A Citizen who is Deaf
5. A Citizen who is Hard of Hearing
6. A Citizen or a Representative of those with a speech disability
7. A Citizen with normal hearing
8. The SRA, who shall serve as Chair of the SRAC

Appropriate CO PUC Staff and service provider Staff may attend SRAC meetings in a staff capacity. The service provider shall provide all necessary support and services to the SRAC.

The State Relay Administrator shall appoint the SRAC members as designated in Article II. SRAC members shall be appointed to a term of one year, from January 1st to December 31st, and may be reappointed by the SRA. Interested citizens of Colorado who possess the qualifications and experience criteria as determined by the SRA may apply for appointment to the SRAC. The SRA shall post applications for vacancies for a two week period. Annual appointments made by the SRA commence January 1st.

The Members may express their views and recommendations to the SRA at SRAC meetings, and at other times by such means as U.S. mail, electronic mail, telephone calls, instant messaging, or by appointment.

ARTICLE III: MEETINGS

The SRAC shall meet annually and as otherwise set by the Chair. The Chair shall set the meeting agenda. The Chair calls SRAC meetings to order, presides, determines recess, announces adjournment and otherwise provides for order.

ARTICLE IV: SUBCOMMITTEES

The Chair may appoint special subcommittees and charge the subcommittees with specific tasks and/or functions.

ARTICLE V: AMENDMENTS

SRAC Bylaws shall be amended by a three-fourths vote of the membership of the SRAC or by the Chair. Amendments are subject to ratification by the SRA. Bylaws may be waived by the SRA whenever in his/her judgment the interests of the SRA's office would be served thereby.

ARTICLE VI: DISSOLUTION

The State Relay Administrator may dissolve the SRAC, whenever in his/her judgment the interests of the State Relay Administrator's office would be served thereby.

ARTICLE VII: EFFECTIVE DATE

The effective date of these SRAC Bylaws shall be January 1, 2012.



Exhibit H

COPY OF DEX PHONE DIRECTORY
with
TRS, CTS, 911 AND TEDP INFORMATION

services for customers with disabilities

Qwest's Center for Customers with Disabilities

Hours: 8 a.m. - 5:30 p.m., Monday - Friday, Mountain Time

Qwest provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice 1 800 223-3131
Fax..... 1 866 826-4839

Qwest's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using Qwest long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle Qwest repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

Qwest's Directory Assistance Service

- Qwest's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

Qwest Print Material

- Qwest offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information. 1 800 223-3131 (Voice/TTY)

Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

AT&T's Operator Service for TTY

(24-hours)..... 1 800 855-1155

Colorado Relay Service

Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Relay Colorado numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

Telephone Numbers for Relay Colorado:

ASCII 1 800 659-4656
Spanish 1 800 337-3242
Speech to Speech 1 877 659-4279
TTY 1 800 659-2656
VCO..... 1 800 659-2656
Voice..... 1 800 659-3656

Continued next column

Colorado Relay Service (cont'd)

Customer Service

English V/TTY 1 800 676-3777
Spanish V/TTY..... 1 800 676-4290

Types of TRS Calls

- Computer (ASCII) users can access Relay Colorado by setting the communications software to the following protocols: speeds ranging from 300 to 1200 bps: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 bps, follow the above using Half Duplex.
- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.
- Internet Relay: Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- Speech-to-Speech: STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant repeats the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- Text telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

Captioned Telephone Service (CapTel™)

CapTel™ allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel™ phone, dial 1 877 243-2823.

TTY Users and Emergency Assistance..... 9-1-1

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

State of Colorado's Telephone Equipment Distribution Program (TEDP)

The Telecommunications Equipment Distribution Program (TEDP) makes telecommunications equipment and accessories available to qualified deaf and hard of hearing citizens in the state of Colorado. For more information contact The Commission for the Deaf and Hard of Hearing at:

303-866-2097 (V)
303-866-2098 (TTY)
303-866-4734 (VP)
email at deaf.commission@state.co.us
visit www.coloradodeafcommission.com



Exhibit I

COPY OF CENTURY LINK TELEPHONE INVOICE
WITH
TRS SURCHARGE LINE ITEM

Details of Your Internet and Home Phone Charges

(cont.)

Internet and Voice Monthly Charges

Internet and Home Phone 80.00

Includes internet service for thirty-five dollars

Includes local phone service and features for thirty-five dollars

Includes long distance unlimited service for ten dollars

Internet and Home Phone

5-Year Price-Lock Month 8 of 60 - 15.05

Internet and Voice Monthly Charges Total \$64.95

Related Monthly Charges

Local Phone Service

303 938- 6.38

Federal Access Charge 00

Free Long Distance Alert(sm) 2.99

Line-Backer™ Optional Inside Wire Repair Plan .50

Access Recovery Charge .03

Long Distance Service

Federal Regulatory Recovery .03

303 938- 2.99

Interstate Services Fee .01

Federal Regulatory Recovery .01

Related Monthly Charges Total \$12.90

Taxes, Fees & Surcharges

Local Phone Service

Federal Excise at 3% 1.33

State Sales at 2.9% 1.28

County Sales at .8% .34

City Sales at 3.41% 1.53

Special District Sales at 1.1% .50

Local 911 at \$0.50 per access line .50

Colorado Universal Service Charge 1.02

Federal Universal Serv Fund at 17.4% 1.20

Telephone Assistance Program at \$0.07 per access line .07

Colorado Telecommunications Relay Service Fund at \$0.20 .20

per access line

City Occupation at 3.879% 1.38

Long Distance Service

State Sales at 2.9% .09

Colorado Universal Service Charge .09

County Sales at .8% .02

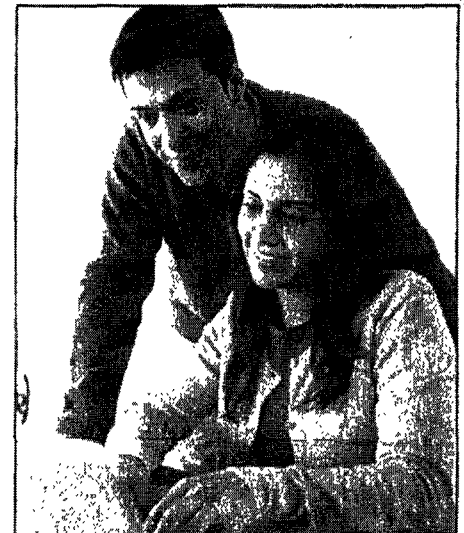
City Sales at 3.41% .10

Special District Sales at 1.1% .03

Federal Telecom Relay Service Fee .09

Federal Universal Serv Fund at 17.4% 1.22

Federal Universal Service Fund .53



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Español 800.435.0455

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Residential customers only. Terms and
conditions apply. Contact CenturyLink
for details.

Verizon Wireless – Subject to Customer
Agreement, Calling Plan and credit approval.
Network details and coverage maps at
verizonwireless.com

DIRECTV – DIRECTV service provided by
DIRECTV and requires 2-year agreement.
Receipt of DIRECTV programming subject to
DIRECTV Customer Agreement, copy provided
at directv.com/legal and in order confirmation
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respective owners



Exhibit J

**COPY OF 2011-2012 COLORADO CONSUMER COMPLAINT LOG
SUMMARY**



Dora

Department of Regulatory Agencies

Public Utilities Commission

Joshua B. Epel, Chairman
James K. Tarpey, Commissioner
Vacant, Commissioner
Doug Dean, Director

John W. Hickenlooper
Governor

Barbara J. Kelley
Executive Director

June 15, 2012

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington DC 20554

Mark Stone, Deputy Bureau Chief
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Washington DC 20554

**RE: Colorado TRS and Speech to Speech Services for Individuals with Hearing and Speech Disabilities:
Consumer Complaint Log Summaries for June 1, 2011 through May 31, 2012**

Dear Ms. Dortch and Mr. Stone,

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries to the Federal Communications Commission on or before July 1st.

Attached, for the State of Colorado, are four (4) copies of the annual complaint log summary for June 1, 2011 through May 31, 2012.

Under separate cover, a copy is provided for Mr. Stone.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or email at Joe.Benedetto@Dora.State.Co.Us.

Sincerely,

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachments:

Ms. Dortch: Four Copies: Log Summary, June 1, 2011 – May 31, 2012
Mr. Stone: One Copy: Log Summary, June 1, 2011 – May 31, 2012



Complaint Tracking for CO (06/01/2011-05/31/2012). Total Customer Contacts: 16

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/11	A Customer complained of captions stopping in the middle of a call	06/20/11	The Customer reported an isolated incidence where she experienced loss of captions and provided specific call detail. The information provided was forwarded to call center management for further investigation. Management then reported that the Operators supervisor would inform the Operator of the customers concern. Call center management agreed to review captioning procedures and trouble ticket entry with Operator to be sure that any technical issues on future calls are properly reported.
2	07/14/11	The Customer stated, "I had an emergency call and I clearly explained the instructions to the operator and she was extremely slow. I was calling a TTY user. I am not happy with how she handled my call." There was insufficient calling information from the number provided, the Customer would not provide full calling details for the number. The Caller mentioned calling Customer Service to make complaint as well. No follow up was requested.	07/14/11	In following up with the Operator, the outbound did not have a complete calling from number. The Operator was not able to process the call without a calling from number and the party would not provide one. The Operator was coached on calling for a supervisor when they are unable to complete a call for assistance.
3	09/15/11	The captions lag too far behind the voice.	09/23/11	The Customer shared feedback regarding the delay of captions during their call. The Customer Service Representative apologized for this incidence and thanked the customer for the feedback and informed them that this information was shared with the appropriate captioning service staff for follow up. The Operators supervisor was alerted to ensure that this was not an ongoing occurrence.
4	09/24/11	A Customer called in and asked the Operator to see if she could read her messages. Then as soon as the Operator dialed out the message was all garbled again. The Customer complains that this has been happening a lot and is very upset about it. A Supervisor submitted a trouble ticket and apologized for the inconvenience. The customer would like follow up by phone with a resolution to this issue.	09/24/11	A Trouble Ticket was submitted and a supervisor attempted to contact the customer to inform of the of the Trouble Ticket and to touch base on garbling issue but there was no answer by the customer.
5	10/24/11	Technical - General	10/31/11	A Caller to a CapTel user said when calling the CapTel user the phone rings once and then goes to a busy signal. The Customer Service Representative investigated and technical support made an adjustment to allow the call to route properly. The Customer Service Representative confirmed with the caller that they are now able to dial to the CapTel user successfully.
6	11/08/11	Technical - General	11/23/11	A Customer reported that the last call ended with 'Good Bye' repeated over and over again. The Customer Service Representative sent the call information to the captioning service administrator who followed up with the Operator. It was determined that this incident was isolated and was caused by the captioning assistant following 'end of call procedures' as well as the computer sending an automated alert to the customer to indicate the call was over which the Customer understood.
7	12/20/11	A Customer stated that this Operator did not follow the instructions listed on the customer note. The Customer was Apologized to for the inconvenience and no follow up was needed.	12/20/11	The Operator was coached on the importance of following all customer instructions verbally and those listed under 'customer note'.
8	12/22/11	Consumer education - USB	12/22/11	A Caller to a CapTel user said that she is not able to connect to the CapTel phone. The Customer Service Representative advised the caller on the proper dialing procedure to call into a 1-Line CapTel and upon follow-up the Customer Service Representative advised the customer to have the caller register their long distance carrier of choice since the caller is dialing long distance to reach the CapTel user.
9	01/17/12	The Customer had a very important call with medical terms and phone numbers. The quality of typing was not acceptable. The customer was apologized to.	01/30/12	Followed up with the Operator and the Operator stated that she did not experience technical difficulties at the time of the call and it was reported to the supervisor immediately. The supervisor who was on duty at the time of the incident reported that call was observed and determined that there was no garbling and the quality of the Operator's typing was excellent.
10	01/20/12	Technical - General	01/20/12	A Caller reported experiencing difficulties when calling to a CapTel user using a specific prepaid long distance service. After extensive troubleshooting the Customer Service Representative determined that the carrier may be encountering some routing issues when dialing through relay lines. Technical support made an adjustment to allow the caller to dial with this specific prepaid number through a different network for a more stable connection.
11	01/27/12	A Caller reported that the Operator refused to repeat what was just said to the hearing party when the hearing party asked to "repeat". Instead the Operator typed verbatim what the hearing party said to the TTY user. The TTY user instructed the Operator to repeat what was typed earlier back again to the hearing party. The Operator replied "the Operator cannot be part of the call". Customer Service thanked the caller for letting us know but explained to the TTY user that the Operator was following FCC policies and procedures. No follow up requested.	01/27/12	Reviewed the report. No follow up needed.
12	02/17/12	"This Operator did not follow my notes to not type answering machine, I tried to interrupt him but was not paying attention to his screen." An apology was made to the caller and follow up was requested via e-mail.	02/17/12	The Operator was coached on the importance of following customer notes. Follow up made via e-mail.



Exhibit K

COPY OF NOTICE OF COLORADO SUBSTANTIVE CHANGES
TO THE
FEDERAL COMMUNICATIONS COMMISSION



Dora

Department of Regulatory Agencies

Public Utilities Commission

Joshua B. Epel, Chairman
James K. Tarpey, Commissioner
Pamela J. Patton, Commissioner
Doug Dean, Director

John W. Hickenlooper
Governor

Barbara J. Kelley
Executive Director

MEMORANDUM

TO: Marlene Dortch
Secretary
Federal Communications Commission

FROM: Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

DATE: July 3, 2012

RE: CG Docket No. 03-123
Colorado Notice: Contact Information and Substantive Change in TRS

As you know, the FCC released a public notice on June 18, 2012, reminding States and Interstate Telecommunications Relay Service Providers of ongoing obligation to report Contact Information and substantive changes in TRS Programs.

Regarding these obligations, the FCC notice reads:

"Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs."

We also remind certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

The Commission must be notified each time there is a change in any of this required information. Any changes in contact information for certified state TRS programs and/or interstate TRS providers should be sent to TRS_POC@fcc.gov.



We also remind certified state TRS programs that, pursuant to 47 C.F.R. § 64.606(f)(1), state TRS programs must notify the Commission of any substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change....Notices of substantive changes in TRS Programs must reference CG Docket No. 03-123."

This is to inform the FCC that the State of Colorado has incurred a substantive change in our TRS program by selecting the AT&T Corp. as our new relay provider, effective July 1, 2012.

This is to certify that the State of Colorado TRS Program, under AT&T Corp., continues to meet all federal minimum standards for our TRS.

In regards to the FCC's requirement that the Commission be notified each time there is a change in contact information for complaints about our TRS program, this is to inform you that our TRS Provider has changed from Sprint to AT&T.

The existing listing on the FCC's website POC shows Sprint as our provider:

*COLORADO
Joe Benedetto, State Relay Administrator
Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202
Phone: TTY 303 894 2512; Fax: 303 894 2065
E-mail Joe.Benedetto@Dora.State.Co.US
Website: http://www.dora.state.co.us/puc/telecom/relay_colorado.htm
TRS Provider: Sprint Relay*

We advise you to remove Sprint Relay from your Colorado POC listing and enter AT&T Relay.

Thank you.

Please do not hesitate to contact me if I may be of further assistance to you.

Copy: Chris Lowe, Colorado Public Utilities Commission

Lois Peralta, AT&T Corp.



Exhibit L

COPY OF
FEDERAL COMMUNICATIONS COMMISSION
PUBLIC NOTICE OF JULY 25, 2012
ON
TRS RECERTIFICATION

13	03/23/12	Service – General	03/27/12	The Customer reported a stoppage of the transcription in the middle of a conversation with the pharmacy. The Customer noted total silence and nothing coming through. The Customer Service Representative sent call details to the call center management and they reported finding no technical cause nor was a trouble ticket logged for the caption stoppage. The Customer Service Representative reported the findings to the customer and noted that the call center follow up with the captionist's supervisor and the captionist for extra monitoring of this captionist for quality performance and consistency measures. The Customer Service Representative apologized to the customer for this experience.
14	03/23/12	A VCO customer was upset that Operator dialed a wrong number resulting in long distance charges. The Customer wanted a refund and the Customer stated that instead of a getting supervisor, the Operator hung up. The customer was assured a supervisor would meet with Operator and offered customer service and or an account manager for assistance.	03/23/12	Met with the Operator and the Operator did, indeed, dial a number. The Operator stated that no area code was given so the same area code was used as from number which is protocol. The Customer was upset that the wrong number was dialed and wanted immediate credit for the long distance charges. The Operator was flustered when the customer became angry and accidentally hung up on the inbound instead of the outbound. The Operator stated that the call was not answered and no long distance charges were applied as the phone was not answered. The Customer requested calls from the Colorado Relay Account Manager. The Account Manager tried to contact the customer but there was no answer, they left a message on the customer's answering machine with contact information if they needed more information.
15	03/29/12	The Operator dialed the wrong area code and the customer was charged long distance. The customer told the Operator the number many times because she dialed the wrong area code. This Operator did not listen and did not even offer to give credit back.	03/29/12	The Operator was coached by a Supervisor on making sure to enter the correct number before out-dialing. The Operator was also educated about the immediate credit procedure upon dialing a wrong long distance number.
16	05/17/12	A Customer's helper reported no dial tone on the CapTel phone.	05/17/12	The Customer Service Representative advised contacting the phone provider to confirm that the service is functioning. This customer confirmed that this resolved their experience.



**Colorado FCC
2011 - 2012
Complaint Log**